

SSM 49943 - 2020 Explorer/Aviator - Memory Seats - Easy Entry/Exit - Seat Moves Forward When Vehicle Is Shut Off - Built On Or Before 04-Sep-2019

Some 2020 Explorer/Aviator vehicles built on or before 04-Sep-2019 equipped with memory seats may exhibit the driver front seat moving forward during easy entry/exit operation when the vehicle is turned off. This may be due to the software in the driver front seat module (DSM). To correct the condition, replace the DSM and reprogram the DSM using the latest software level of the appropriate Ford diagnostic scan tool. For claiming, use causal part 14C708 and applicable labor operations in Section 10 of the Service Labor Time Standards (SLTS) Manual.

APPLICABLE VEHICLES

2020 CAR: TW U625N EXPLORER

2020 CAR: TW U625N EXPLORER

2020 CAR: TW U625N EXPLORER

2020 CAR: TV U611N AVIATOR